


[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)

anonymous shopper

Search

[Advanced Scholar Search](#)
[Scholar Preferences](#)
[Scholar Help](#)
**Scholar** All articles - **Recent articles** Results 1 - 10 of about 4,200 for **anonymous shopper**. (0.41 seconds)

## All Results

[D Bell](#)
[D Miller](#)
[A Wilson](#)
[A Finn](#)
[C Areni](#)

Measuring Customer Service Orientation: An Examination of the Validity of the Customer Service ... - all 2 versions »

R Baydoun, D Rose, T Emperado - Journal of Business and Psychology, 2001 - Springer  
... Both managerial performance ratings (n = 140) and **anonymous shopper** ratings (n = 76) were gathered from a subset of these sales associates. ...

[Cited by 8](#) - [Related Articles](#) - [Web Search](#)

Unmasking a phantom: a psychometric assessment of mystery shopping - all 2 versions »

»

A Finn, U Kayandé - Journal of Retailing, 1999 - Elsevier

... customers, more retail and service firms are using mystery **shoppers** (sometimes also referred to as secret, phantom, or **anonymous** consumer **shoppers**) to monitor ...

[Cited by 25](#) - [Related Articles](#) - [Web Search](#)

The mystery **shopper**: an **anonymous** review of your services.

K Steiner - Health Care Strateg Manage, 1986 - ncbi.nlm.nih.gov

The mystery **shopper**: an **anonymous** review of your services. Steiner K. Mystery **shoppers** can provide an unbiased report on the day ...

[Cited by 1](#) - [Related Articles](#) - [Web Search](#)

[PDF] The influence of background music on shopping behavior: classical versus top-forty music in a wine ... - all 2 versions »

CS Areni, D Kim - Advances in Consumer Research, 1993 - profittools.com

... It is possible that **shoppers**, being somewhat unfamiliar with wine cellars and wines in ... As noted by a second **anonymous** reviewer, a "no music" control condition ...

[Cited by 50](#) - [Related Articles](#) - [View as HTML](#) - [Web Search](#)

Analytical CRM: the fusion of data and intelligence - all 3 versions »

S Kelly - Interactive Marketing, 2000 - ingentaconnect.com

... 1 NO . 3. PP 262-267. J ANUAR Y / MARCH 2000 **anonymous shopper**, they lose all patience

with being treated like one. Which is why playing with CRM is dangerous. ...

[Cited by 11](#) - [Related Articles](#) - [Web Search](#)

City Shoppers and Urban Identification: Observations on the Social Psychology of City Life

GP Stone - The American Journal of Sociology, 1954 - JSTOR

... Moreover, some evidence suggests that personalizing **shoppers** draw on their re ... possibilities for explaining how, in the impersonal and **anonymous** milieu of the ...

[Cited by 158](#) - [Related Articles](#) - [Web Search](#) - [Library Search](#)

